

**CITY OF MOUNTAIN VIEW  
CLASS SPECIFICATION**

<b>Position Title:</b> Utilities Services Manager	<b>Job Family:</b> III
<b>General Classification:</b> Management	<b>Job Grade:</b> 26

**Definition:** To plan, organize, direct and coordinate the activities of multiple public works operations, including pump stations, water wells, water distribution, water meters, wastewater collection, storm water and sanitary sewer collection, recycled water distribution, street and sidewalk maintenance, street lighting and irrigation pump stations; to coordinate operations with other divisions and departments; and to provide highly complex staff assistance to the Public Services Manager.

**Supervision Received and Exercised:** Receives general direction from the Public Services Manager; exercises direct supervision over assigned clerical, technical and supervisory personnel.

**Examples of Duties:** Duties may include, but are not limited to, the following:

1. Assist in the development and implementation of departmental goals, objectives, policies and procedures.
2. Manage all regulatory, permitting, planning, operation, preventative maintenance, repair and replacement functions related to the provision of water and wastewater services for the City of Mountain View including water distribution systems, pumps, wells, reservoirs, wastewater collection systems, storm water collection systems, sewer lift stations, meters, recycled water systems and storm drainage systems.
3. Manage all street and sidewalk maintenance, street sweeping, street signs and street lighting maintenance, and construction activities.
4. Develop schedules for preventative maintenance infrastructure repair and replacement and related capital improvement projects.
5. Establish and implement programs to ensure Mountain View programs comply with all Federal, State, regional and local regulatory requirements.
6. Ensure all work and construction practices comply with OSHA standards and industry best management practices.
7. Ensure safety training and inspection schedules are met.

**Position Title:** Utilities Services Manager

Page 2

8. Guide and direct all field testing, monitoring, preventative maintenance, repair and replacement activities.
9. Establish and maintain a work environment that models the values of the Public Services Division.
10. Establish and maintain computerized maintenance management systems.
11. Implement GIS, SCADA and other technological programs to improve utility operations.
12. Establish effective technical training expectations and programs for all Utilities and Streets personnel.
13. Participate in long-range master planning efforts.
14. Prepare the Utilities Services and Streets budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, capital equipment, materials and supplies; administer the approved budget.
15. Participate in recommending the appointment of personnel; work with employees to correct deficiencies; implement discipline procedures; recommend employee terminations.
16. Represent the division at professional groups and related committees and staff committees as necessary.
17. Coordinate Utilities and Streets activities with other divisions and departments; participate in department and staff meetings.
18. Monitor and ensure compliance with consultant contracts.
19. Research, compile and analyze technical studies and reports; prepare staff reports on projects and recommendations related to division activities.
20. Establish a strong customer service orientation, respond to complaints from the public; develop and implement solutions to complex and sensitive technical and public relations situations.
21. Perform related duties as assigned.

**Minimum Qualifications:**

Knowledge of: Principles and practices of utility system operation, maintenance, technology, best management practices; principles and practices of street maintenance, sidewalk maintenance and street lighting systems; infrastructure repair and replacement, master planning and strategic planning; principles and practices of policy development and implementation; principles and practices of business correspondence, public speaking and report writing; pertinent local, State and Federal laws, rules and regulations; budgeting procedures and techniques; principles and practices of customer service; principles and practices of supervision, training and personnel management; principles and practices of safety related to areas of assignment; and principles and practices of establishing a mission and values-driven organization.

Ability to: Organize, direct and implement a comprehensive utilities, street, sidewalk and lighting programs; prepare and administer a budget; establish a collaborative working relationship with field personnel; work in a unionized environment; provide programmatic and organizational leadership; supervise, train and evaluate personnel; interpret and explain division policies and procedures; establish and maintain effective working relationships with those contacted within the course of work; communicate clearly and concisely, both orally and in writing.

**Experience and Training Guidelines:** Any combination of experience and training will qualify if it provides for the required knowledge and abilities.

Recommended: Five years of increasingly responsible experience in public works and water utility management, including five years of supervisory responsibility. Equivalent experience in wastewater utility management highly desirable. Training equivalent to a bachelor's degree from an accredited college or university with major course work in engineering, environmental management, planning, business or public administration, or a related field.

**Required Licenses or Certificates:** Possession of a valid California Class C driver's license, a Grade 3 State of California Water Treatment Operator Certification and a Grade 3 or higher State of California Water Distribution Operator Certification and a California Water Environment Association (CWEA) Grade 2 or higher Collection System Maintenance Certification are highly desirable.

**Working Conditions:** Preemployment and periodic respiratory and hearing examinations may be required for this classification.

**Position Title:** Utilities Services Manager

Page 4

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CLASS SPECS

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